OIPE
JUL 1 2 2005
PATENT & TRADEMARK OFFICE

FIG. 1

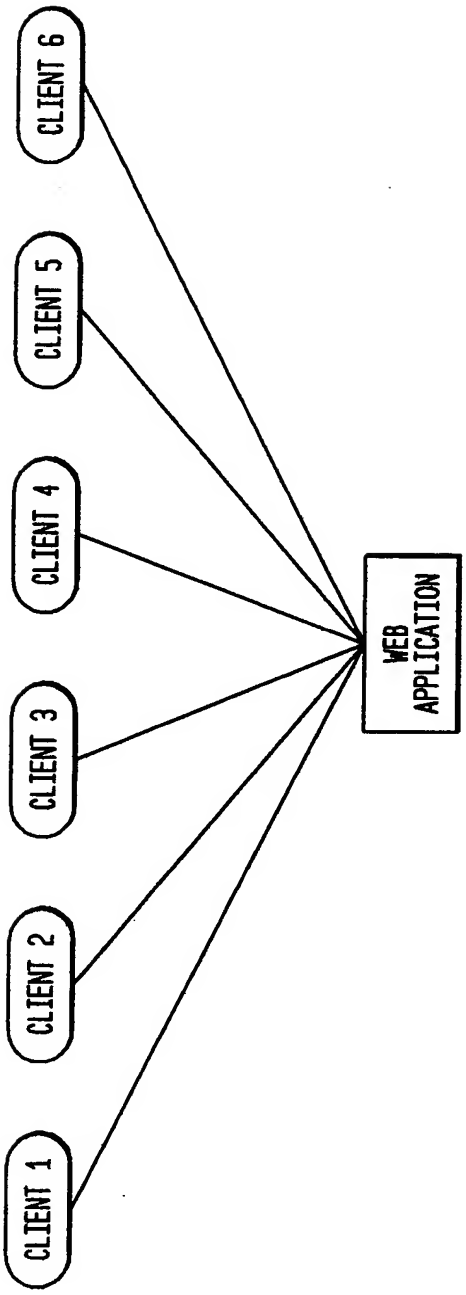


FIG. 2

PROBLEMS/ SYMPTOMS	WEB APPLICATION DOWN	CLIENT 1 CONN. DOWN	CLIENT 2 CONN. DOWN	CLIENT 3 CONN. DOWN	CLIENT 4 CONN. DOWN	CLIENT 5 CONN. DOWN	CLIENT 6 CONN. DOWN
CLIENT 1 QUERY FAILED	1	1	0	0	0	0	0
CLIENT 2 QUERY FAILED	1	0	1	0	0	0	0
CLIENT 3 QUERY FAILED	1	0	0	1	0	0	0
CLIENT 4 QUERY FAILED	1	0	0	0	1	0	0
CLIENT 5 QUERY FAILED	1	0	0	0	0	1	0
CLIENT 6 QUERY FAILED	1	0	0	0	0	0	1

Replacement Drawings

FIG. 3

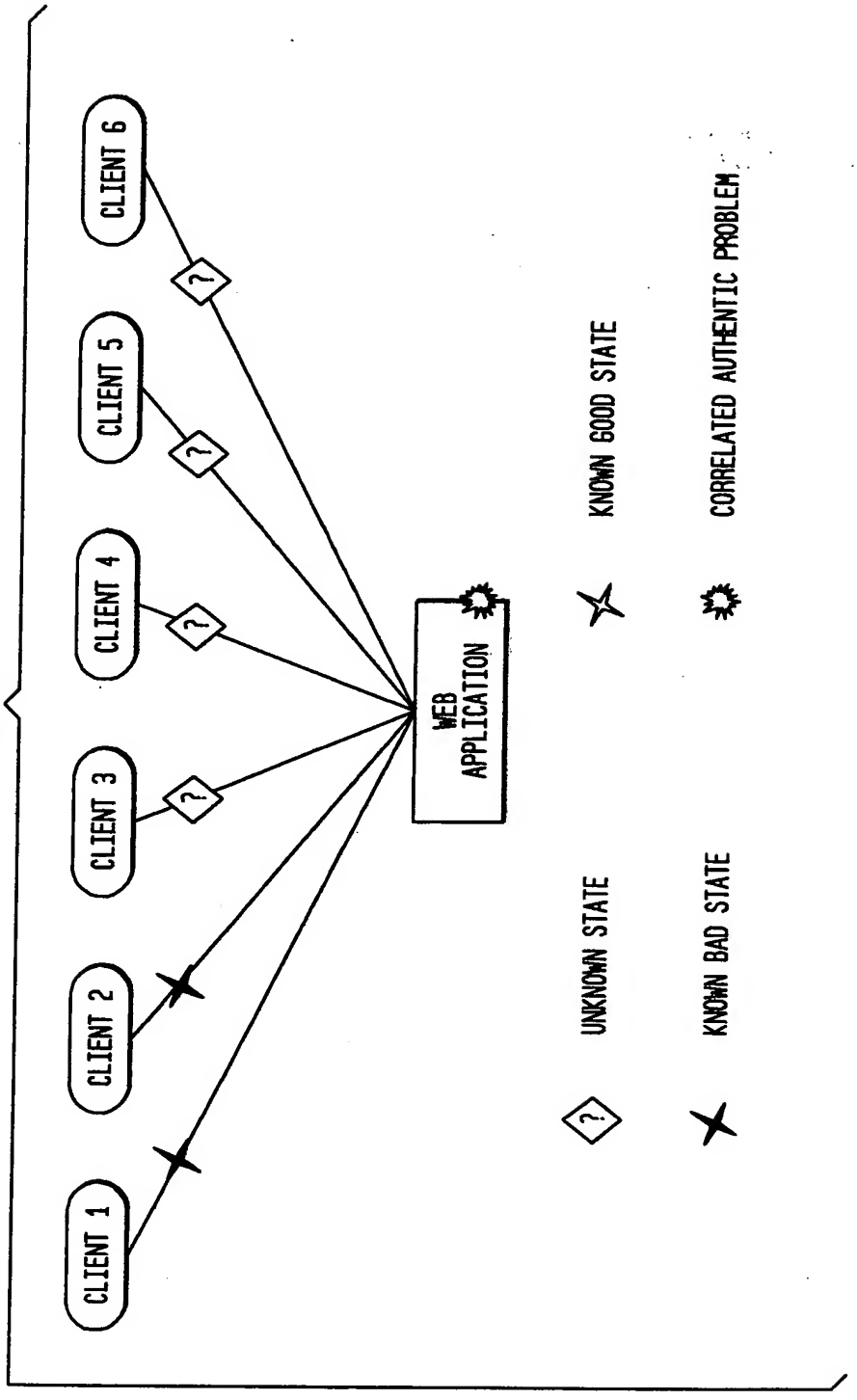

CLIENT 1
CLIENT 2
CLIENT 3
CLIENT 4
CLIENT 5
CLIENT 6
?
WEB APPLICATION
UNKNOWN STATE
KNOWN GOOD STATE
KNOWN BAD STATE
CORRELATED AUTHENTIC PROBLEM

FIG. 4

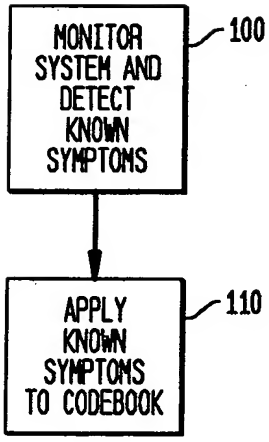

MONITOR SYSTEM AND DETECT KNOWN SYMPTOMS
100
APPLY KNOWN SYMPTOMS TO CODEBOOK
110

FIG. 5

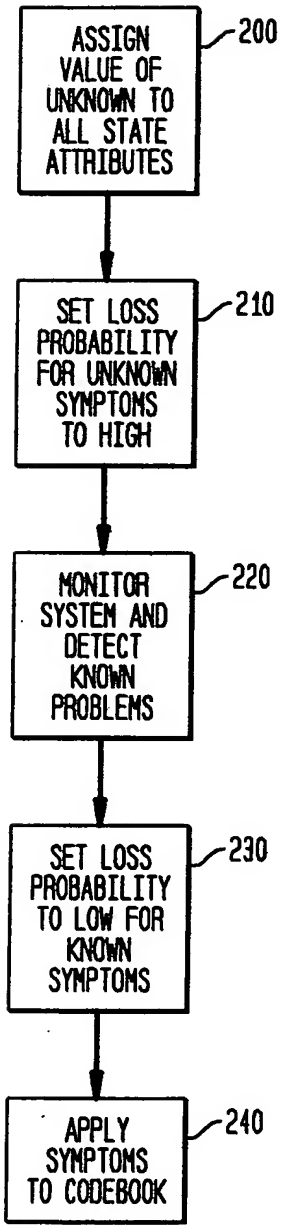
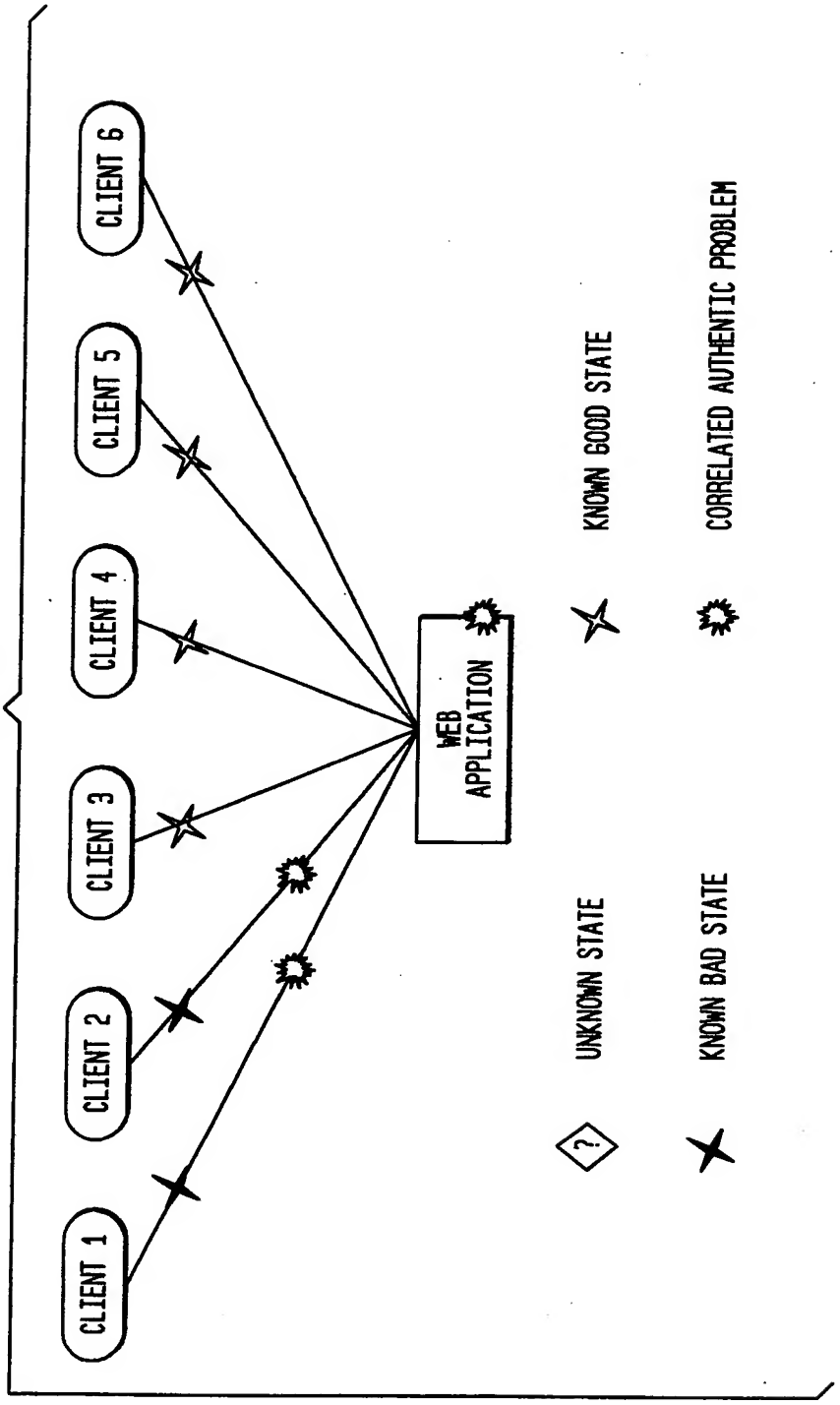

ASSIGN VALUE OF UNKNOWN TO ALL STATE ATTRIBUTES
200
SET LOSS PROBABILITY FOR UNKNOWN SYMPTOMS TO HIGH
210
MONITOR SYSTEM AND DETECT KNOWN PROBLEMS
220
SET LOSS PROBABILITY TO LOW FOR KNOWN SYMPTOMS
230
APPLY SYMPTOMS TO CODEBOOK
240

FIG. 6


CLIENT 1
CLIENT 2
CLIENT 3
CLIENT 4
CLIENT 5
CLIENT 6
WEB APPLICATION
UNKNOWN STATE
KNOWN BAD STATE
KNOWN GOOD STATE
CORRELATED AUTHENTIC PROBLEM